



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

November 4, 2013

Date Complaint Received:	10/29/13
Complaint Received By:	John Doyle
Provider Name and Location:	Susana Choez-Ortega

Complaint: Complaint: Whopping child, force feeding child. Parent talked to the provider about the use of physical discipline 2 times. Provider agreed to not use it and then it started again. Child continues to attend child care home.

Rule Basis: 110.5(6)a and c and 110.5(7)

Findings: Provider denies the use of physical discipline. She states she uses time out. She will redirect 2 times and then time out which consists of sitting in the hall for 5 minutes. I observed this method of discipline while in the home. After the child has to say sorry and then can come back to play. Susana denied that a parent has ever talked to her about any form of physical discipline.

Provider states she is having difficulty with one parent at this time. She said this parent is screaming to her about making a meal for her child at 5:30 in the am when the child arrives along with insisting she make a separate meal for the child because he often does not like the food she makes. Provider is hispanic and makes hispanic food. The mother said the child does not have to eat that food and the provider receives a daily food stipend so she needs to make something special for her child since he does not like the food prepared. I explained she did not need to make mutilple meals per day. She needed to follow her menu, serve the food and if a child does not eat then pick up the plate and excuse the child when the other children are excused. She is to not force feed a child.

It should be noted the day before I received a call from this provider stating a parent was not happy with her because she refused to make separate meals for her child. The parent said her child did not like the hispanic food she was preparing. Her child was the oly "white" child and should not have to eat that food. Provider said she attempted to feed the child. I discussed with her to never force feed a child. She needed to prepare and offer the food. It the child did not eat it that was up to the child. She should leave the child and the food sit until the other children are excused from the table and then excuse the child and throw away the food uneaten.

Resolution: After observation of the home and interveiw with the provider there is nothing to

substantiate the complaint.

If you have any questions regarding this matter feel free to contact me at 319 892-6826 or email address lwesbro@dhs.state.ia.us.

Sincerely,

Lisa Wesbrook
Social Worker